

Exhibit 8

Infringement Claim Chart for U.S. Pat. No. US7023979B1 v. Seek Thermal (“Defendant”)

Claim10	Evidence
<p>10. A communication method comprising:</p>	<p>The Seek Thermal Customer Service performs a method for communicating in a communication network.</p> <p>For Example, Seek Thermal Customer Service performs a method of communicating by establishing, over a communication network, a call between callers with a request to the appropriate department for assistance.</p> <div data-bbox="642 586 1791 1180" data-label="Image"> </div> <p>Source: Support Hours - Seek Thermal Support</p>

Support Hours

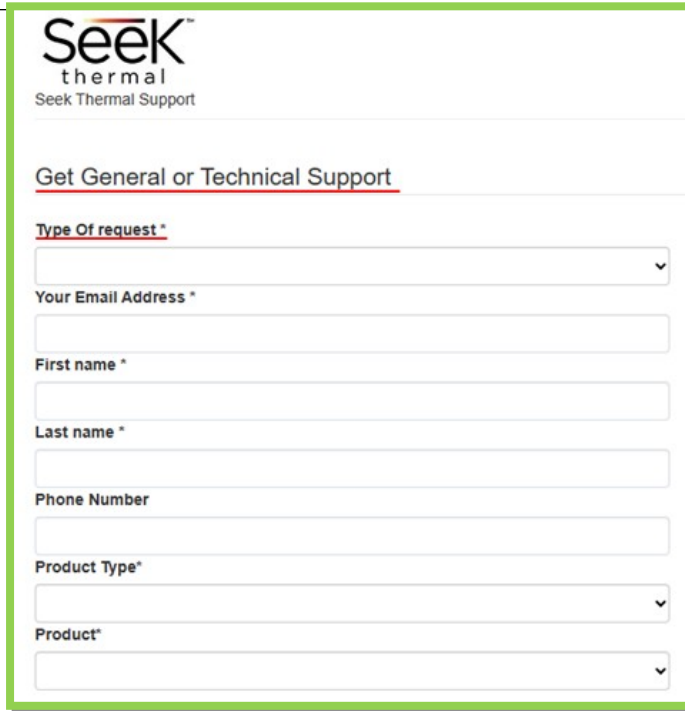
1 year ago · Updated

Seek Support is available during the hours of 0800-1600 (Pacific Time Zone) Monday - Thursday, and 0800-1500 on Fridays, Toll Free in the USA at 844-SEE-HEAT (844-733-4328).

Additionally, you can contact Seek Support by submitting a Support Ticket here: [Submit a Request](#)

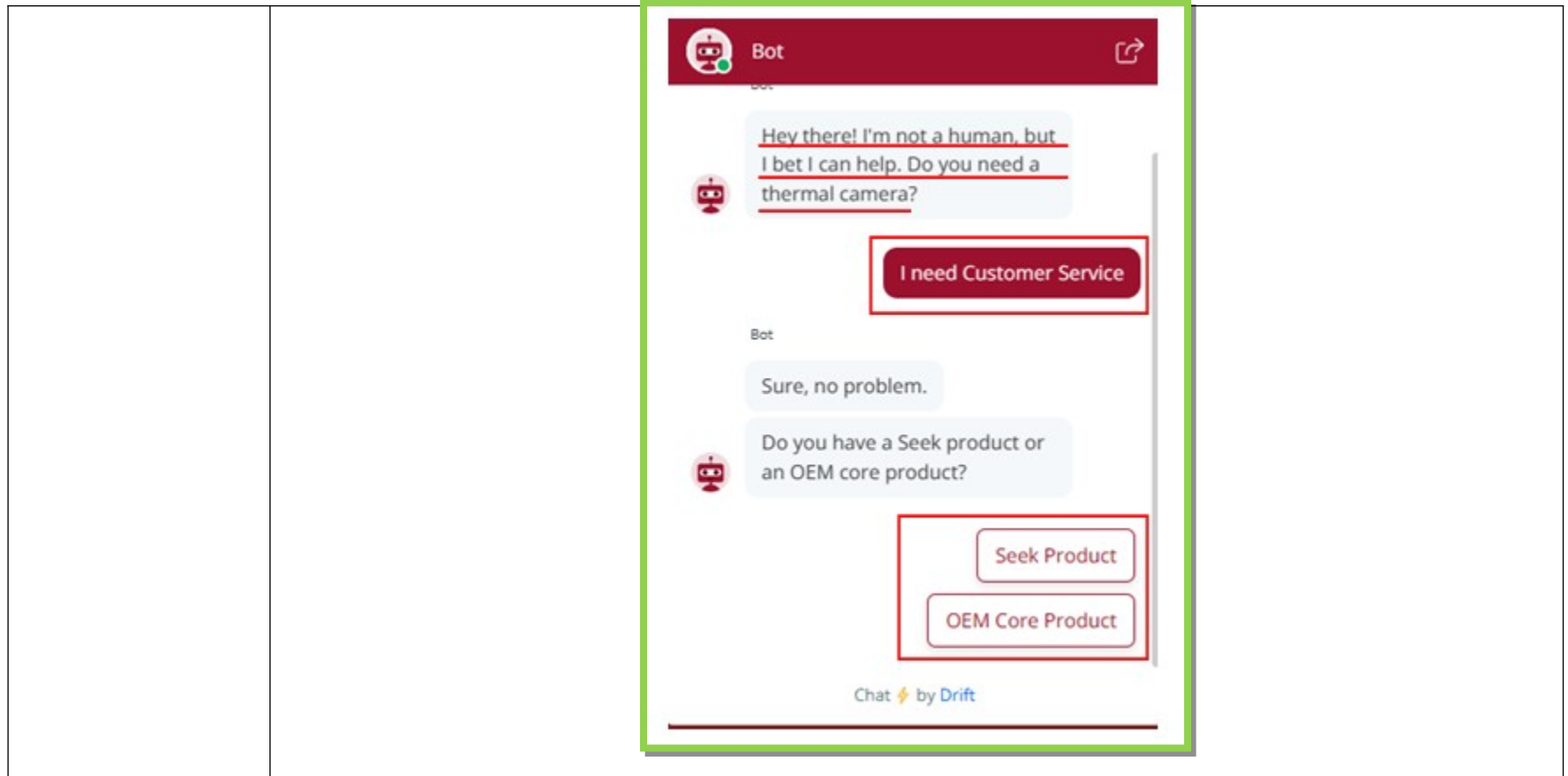
Once you complete a ticket with your service request, we will review your information and respond to your message within one (1) business day.

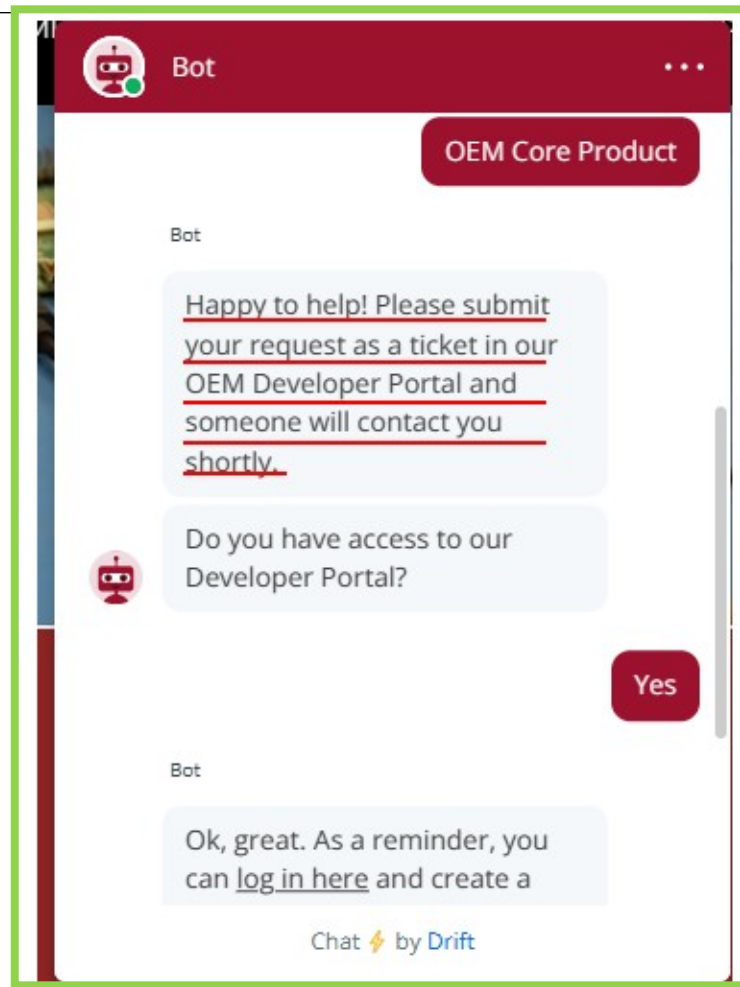
Source: [Support Hours - Seek Thermal Support](#)



The image shows a screenshot of the Seek Thermal Support form, which is highlighted with a green border. The form is titled "Seek thermal" with the tagline "Seek Thermal Support" below it. The main heading is "Get General or Technical Support". The form contains several input fields: "Type Of request *" (a dropdown menu), "Your Email Address *" (a text field), "First name *" (a text field), "Last name *" (a text field), "Phone Number" (a text field), "Product Type*" (a dropdown menu), and "Product*" (a dropdown menu). Each field has a small downward arrow icon on the right side, indicating a dropdown menu.

Source: [Online Support Form \(netsuite.com\)](https://netsuite.com)





Source: [Seek Thermal | Affordable Infrared Thermal Imaging Cameras - Affordable Infrared Thermal Cameras](#)

<p>(a) receiving a plurality of communications , each having associated classification information;</p>	<p>The Seek Thermal Customer Service receives a plurality of communications, each having associated classification information.</p> <p>For example, Seek Thermal Customer Service receives calls from multiple callers. For each call, a user provides information about the nature of the call by selecting the appropriate department from the given choices via keypad entry. The responses are used to classify the call.</p> <div data-bbox="638 527 1785 1120" data-label="Image"> </div> <p>Source: Support Hours - Seek Thermal Support</p>
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Support Hours

1 year ago · Updated

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Source: [Support Hours - Seek Thermal Support](#)



Get General or Technical Support

Type Of request *

Your Email Address *

First name *

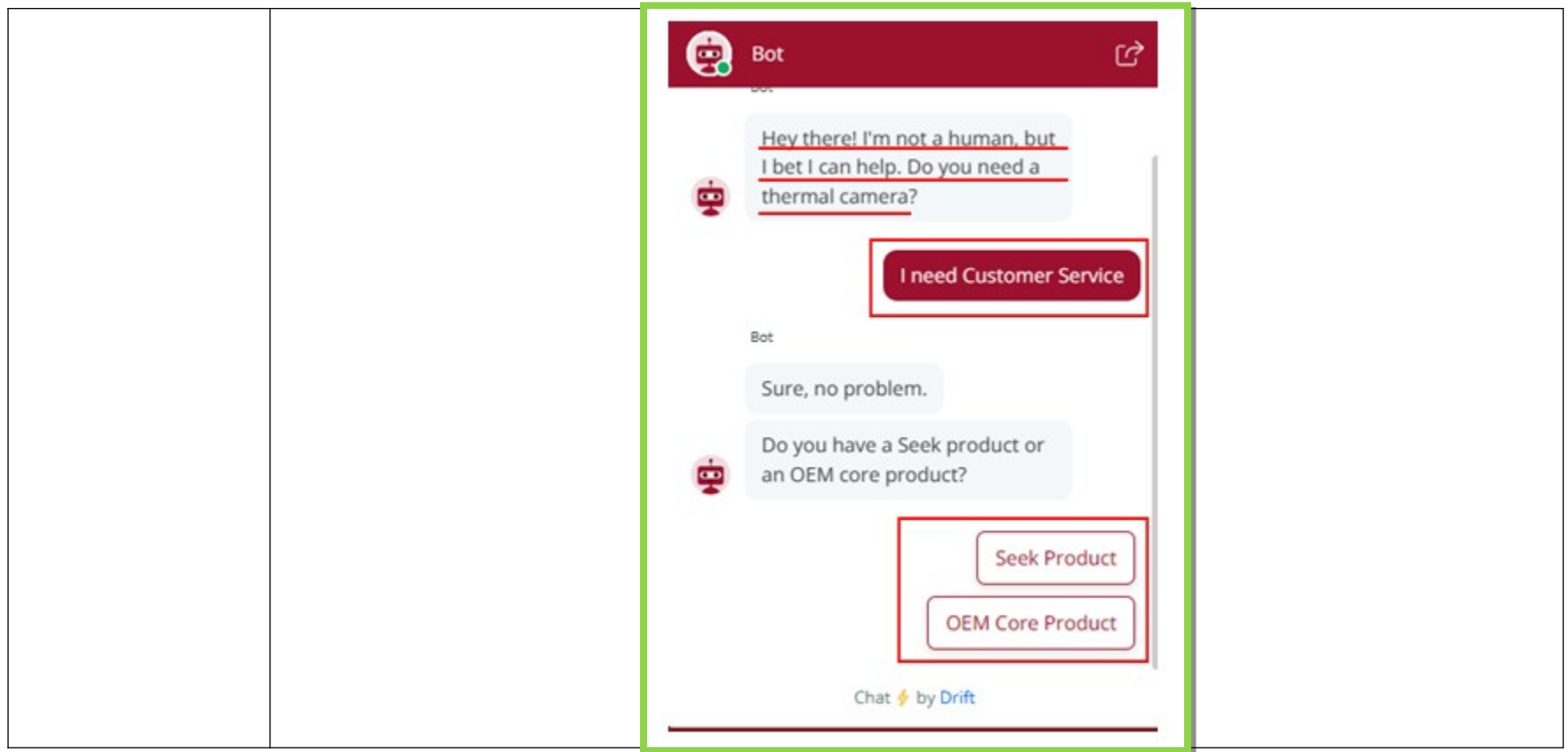
Last name *

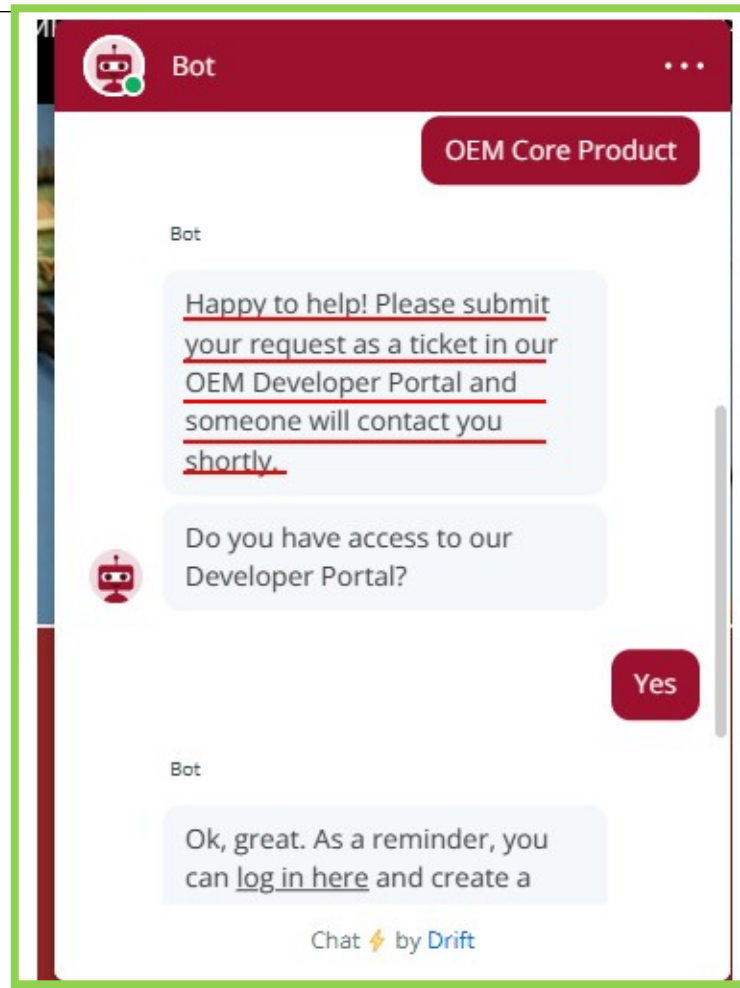
Phone Number

Product Type*

Product*

Source: [Online Support Form \(netsuite.com\)](https://netsuite.com)





Source: [Seek Thermal | Affordable Infrared Thermal Imaging Cameras - Affordable Infrared Thermal Cameras](#)

<p>(b) storing information representing characteristics of a plurality of potential targets;</p>	<p>The Seek Thermal Customer Service maintains information about potential targets that includes support agents, departments, or specific resources capable of handling different types of inquiries.</p> <p>For example, Seek Thermal Customer Service stores information about the skill set possessed by agents who are potential targets of the call.</p> <div data-bbox="640 492 1787 1084" data-label="Image"> <p>Support Hours</p> <p>1 year ago · Updated</p> <p><u>Seek Support agents are typically available from 8AM-4PM PT. Monday through Friday (excluding holidays) to answer English language support requests, but from time to time will get you a response during off hours as well.</u></p> <p>European customers are encouraged to contact our EU distributor for support issues, or for any return/warranty requests.</p> <p><u>If you have not received a response, and would like to follow up, please do so by responding to your original support ticket.</u></p> </div> <p>Source: Support Hours - Seek Thermal Support</p>
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Support Hours

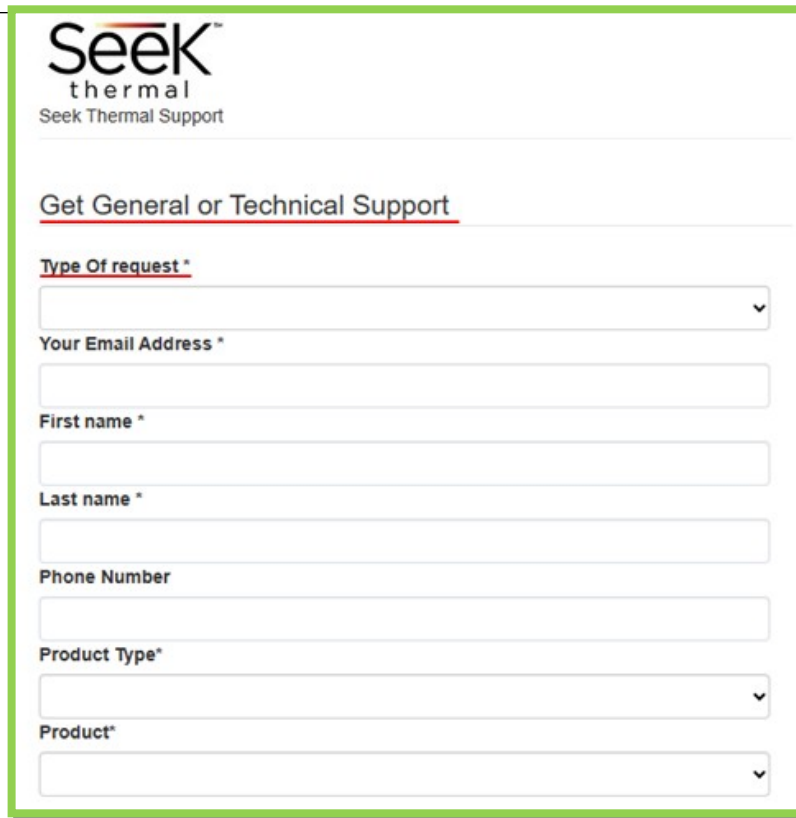
1 year ago · Updated

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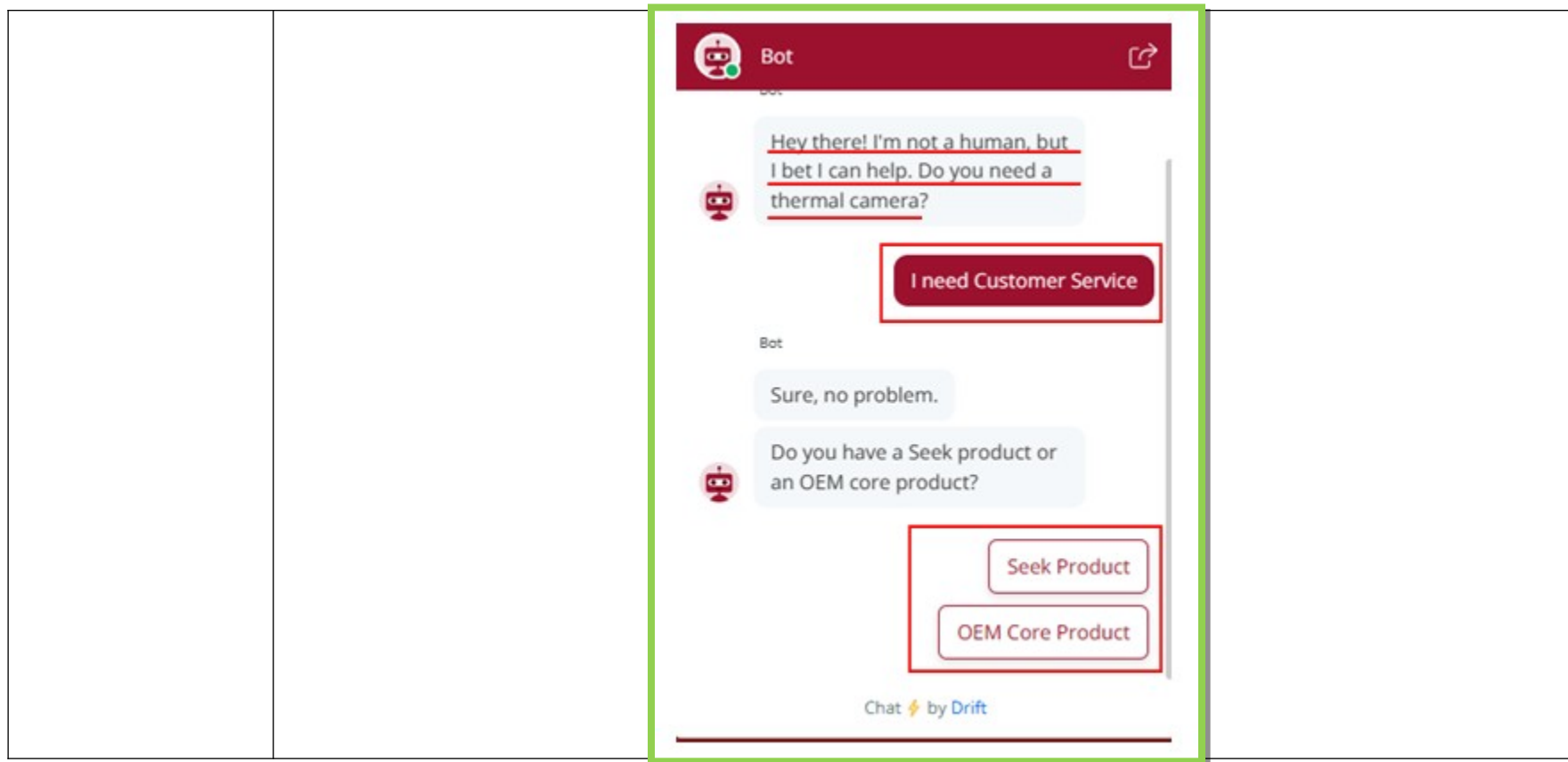
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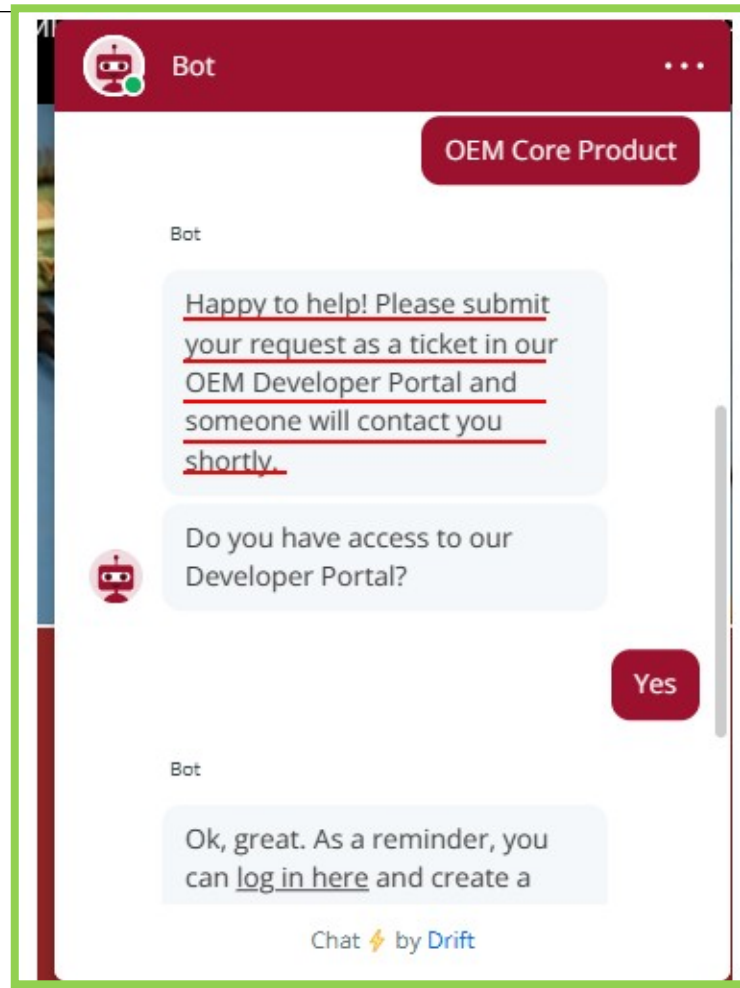
Once you complete a ticket with your service request, we will review your information and respond to your message within one (1) business day.

Source: [Support Hours - Seek Thermal Support](#)

A screenshot of a web form titled "Seek Thermal Support". The form is enclosed in a light green border. At the top, the "Seek thermal" logo is displayed, with "Seek Thermal Support" written below it. The main heading of the form is "Get General or Technical Support", which is underlined in red. Below this heading, the form contains several input fields: a dropdown menu labeled "Type Of request *", a text field for "Your Email Address *", a text field for "First name *", a text field for "Last name *", a text field for "Phone Number", a dropdown menu for "Product Type*", and a dropdown menu for "Product*". Each field is followed by a small downward arrow icon, indicating a dropdown menu. The form is set against a white background.

Source: [Online Support Form \(netsuite.com\)](https://netsuite.com)





Source: [Seek Thermal | Affordable Infrared Thermal Imaging Cameras - Affordable Infrared Thermal Cameras](#)

<p>(c) determining an optimum target for each communication based on the communication classification and target characteristics using a multivariate cost function comparing at least three potential targets; and</p>	<p>The Seek Thermal Customer Service determines an optimum target for each communication based on the communication classification and target characteristics using a multivariate cost function comparing at least three potential targets.</p> <p>For example, Seek Thermal Customer Service analyses the caller selection to determine one or more skills that an agent who is selected to receive the call should have in order to provide the caller with the requested assistance. The system determines the potential agent based on the communication classification and performs automated skill-based routing of calls using Zendesk Omnichannel support (i.e., a multivariate cost function). Seek Thermal employs numerous agents, at least three of which possess the skill set required by the call.</p> <div data-bbox="640 678 1791 1271" data-label="Image"> </div> <p>Source: Support Hours - Seek Thermal Support</p>
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Support Hours

1 year ago · Updated

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Source: [Support Hours - Seek Thermal Support](#)

Seek[™]

thermal

Seek Thermal Support

Get General or Technical Support

Type Of request *

Your Email Address *

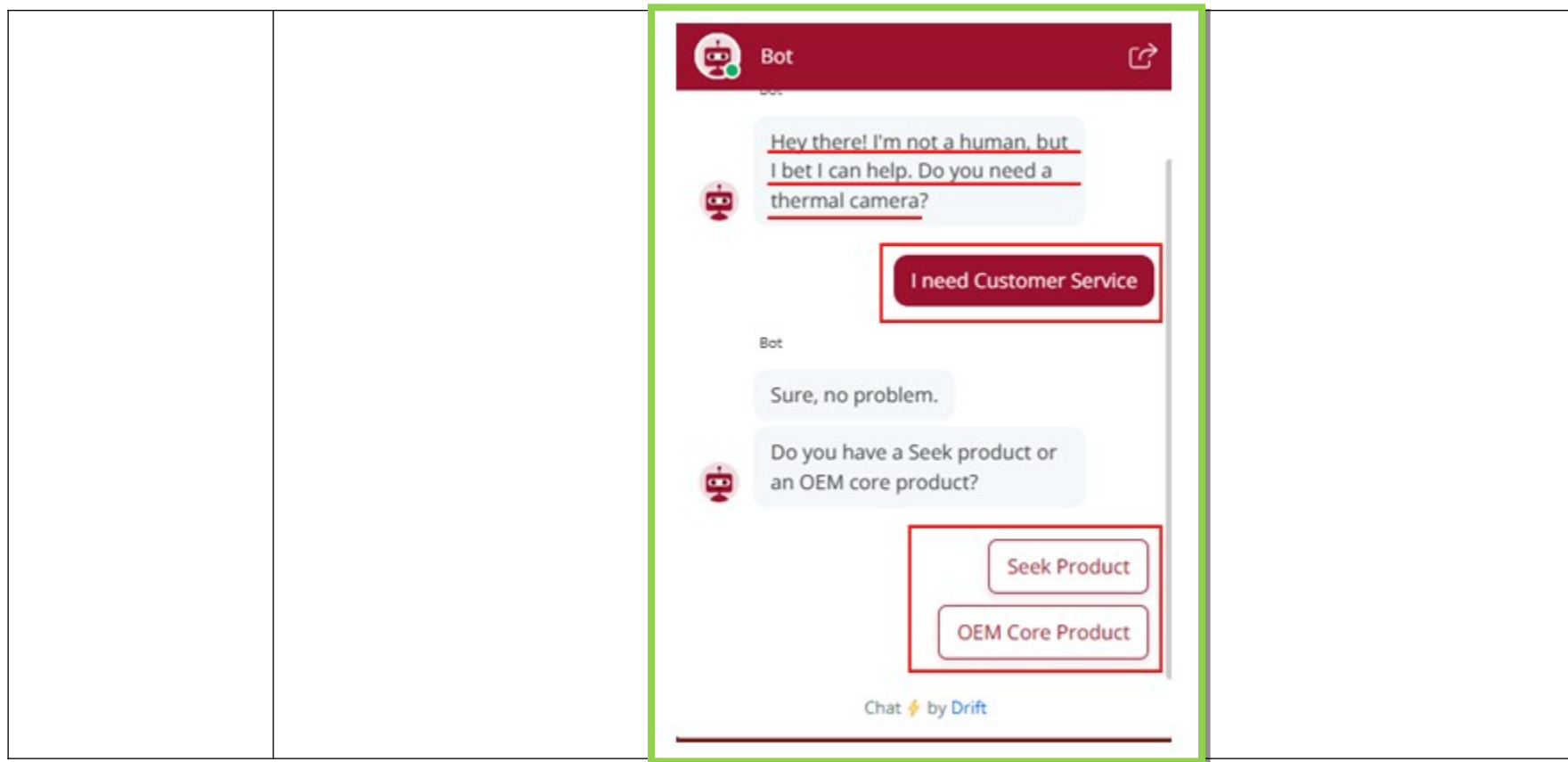
First name *

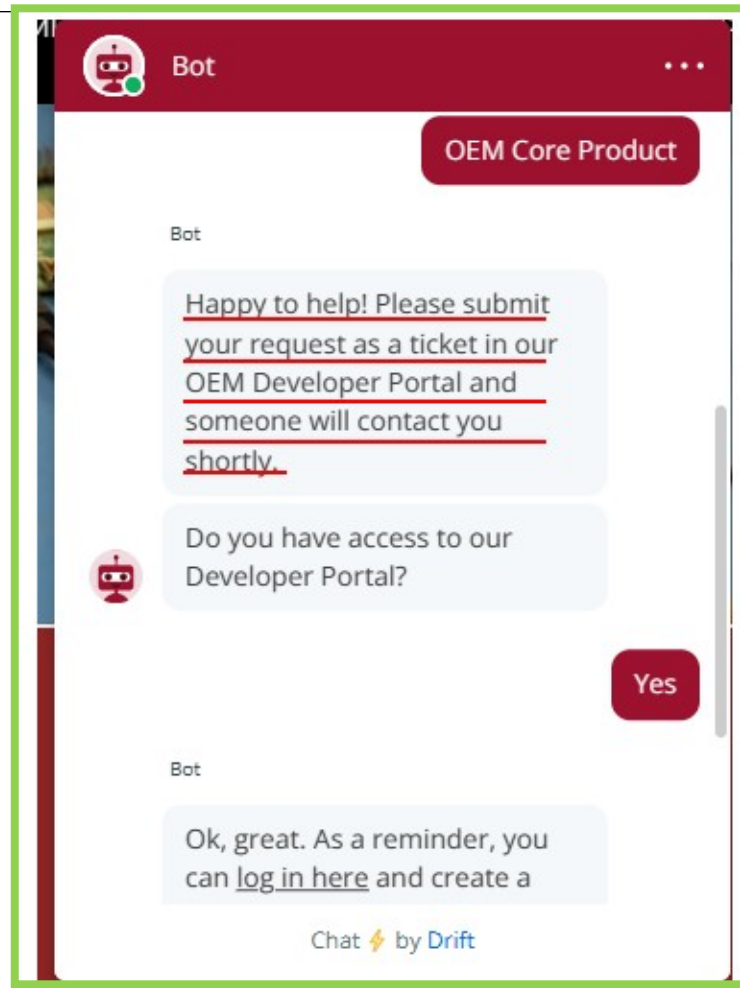
Last name *

Phone Number

Product Type*

Product*





Source: [Seek Thermal | Affordable Infrared Thermal Imaging Cameras - Affordable Infrared Thermal Cameras](#)

Seek Thermal selects Zendesk Service for Customer Support

In 2014, [Seek Thermal](#), a United States based Manufacturing organization with 80 employees and revenues of \$8.0M selected [Zendesk Service](#) for Customer Support while displacing [Legacy Applications](#), and integrating with the existing systems being used.

Customer	Vendor	Old Product	New Product	Category	Market	Users	VAR/SI	When	Live
Seek Thermal	Zendesk	Legacy Applications	Zendesk Service	Customer Support	CRM	n/a	n/a	2014	2014

Source: [Seek Thermal selects Zendesk Service for Customer Support \(appsruntheworld.com\)](#)

Meet Zendesk AI

AI is here to stay, but only Zendesk makes it easy to start. Better support, workflows and routing—right out of the box.

Source: [Zendesk: Customer Service Software and Sales CRM | Best in 2023 | Zendesk India](#)

(d) routing the communication to the optimum target,

The Seek Thermal Customer Service routes the communication to the optimum target.

For example, upon determining, as the optimum target, the agent to which the call should be routed, Seek Thermal Customer Service routes the call to that destination agent using Zendesk Omnichannel support.

Support Hours

1 year ago · Updated

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1 year ago · Updated

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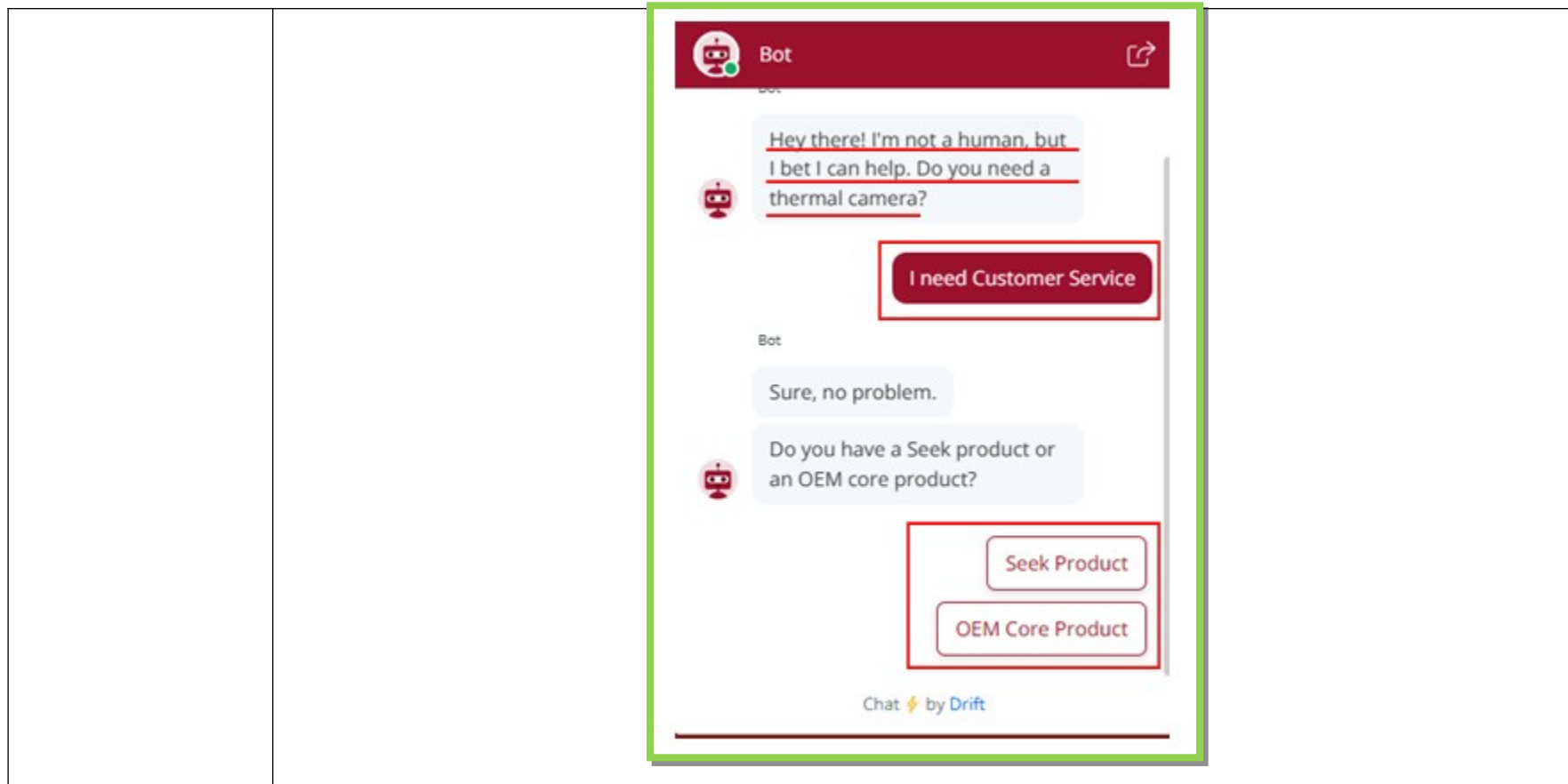
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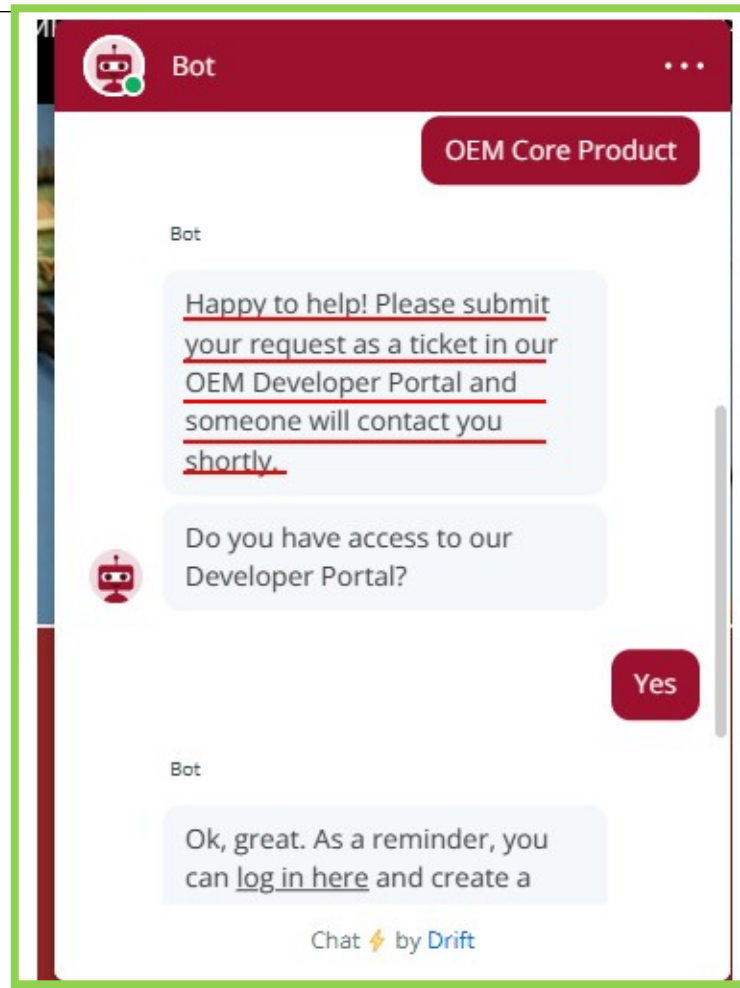
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Source: [Seek Thermal | Affordable Infrared Thermal Imaging Cameras - Affordable Infrared Thermal Cameras](#)

	<div data-bbox="800 232 1629 605" data-label="Image"> </div> <p data-bbox="493 630 1875 703">Source: Zendesk: Customer Service Software and Sales CRM Best in 2023 Zendesk India</p>
<p data-bbox="195 711 472 998">said determining step and said routing step being performed within a common operating environment.</p>	<p data-bbox="493 711 1927 779">The Seek Thermal Customer Service performs the determination and the routing steps within a common operating environment.</p> <p data-bbox="493 820 1927 966">For example, when a caller provides information about the nature of the call by selecting the appropriate department from the given choices, then Zendesk automates the skill-based call routing using a single Zendesk AI for integration (i.e., in a common operating system).</p>

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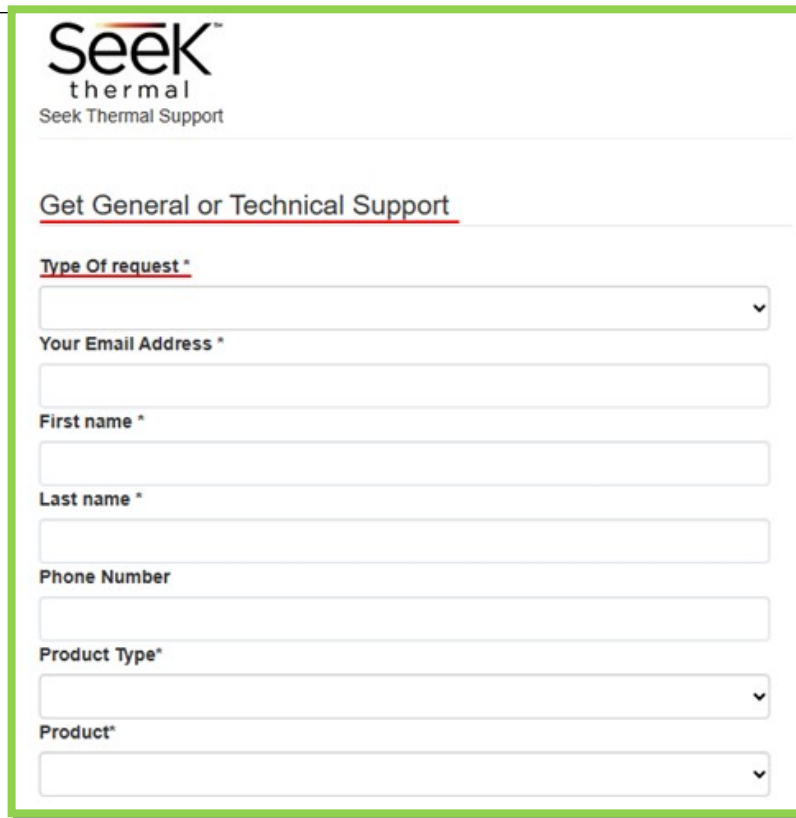
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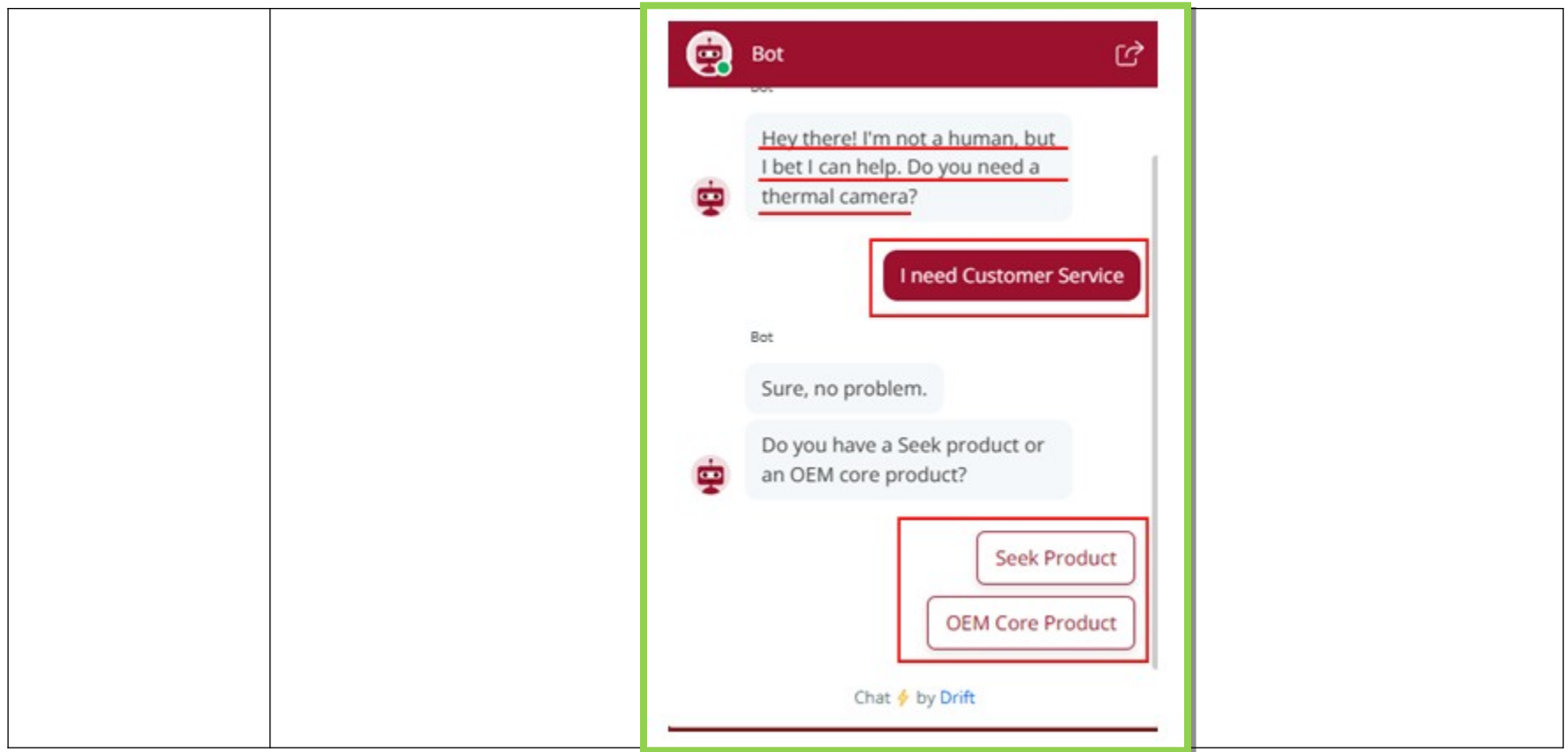
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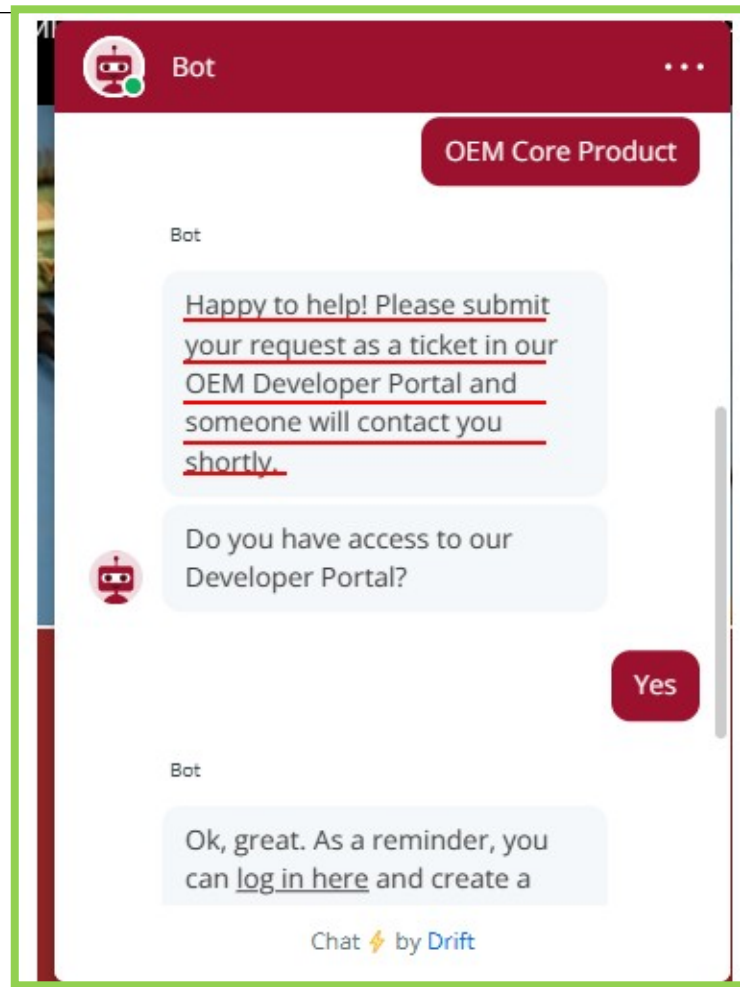
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